



WISCONSIN

**DEPARTMENT OF WORKFORCE DEVELOPMENT**  
Division of Economic Support  
Bureau of Work Support Programs

**TO: Economic Support Supervisors  
Economic Support Lead Workers  
Training Staff  
Child Care Coordinators  
W-2 Agencies**

**FROM:** Stephen M. Dow  
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**BWSP OPERATIONS MEMO**

**No.: 00-74**

**File: 4200**

**Date: 10/25/2000**

**Non W-2 [X] W-2 [X] CC [ ]**

**PRIORITY: High**

**SUBJECT: EMERGENCY ASSISTANCE APPLICATION PROCESSING**

**CROSS REFERENCE:** BWSP Operations Memo 00-08  
BWSP Operations Memo 98-39  
Administrative Rule DWD 16  
Income Maintenance Manual, Chapter I, Part A, 1.2.0.

**EFFECTIVE DATE:** Immediately

**PURPOSE**

This memo clarifies and summarizes policy related to the processing of applications for Emergency Assistance (EA).

**BACKGROUND**

Contacts with local staff and client representatives indicate confusion about the processing of applications for EA, particularly among those who are experiencing "impending homelessness".

**COMPLETED APPLICATION**

An EA application is considered complete on the date it has a legible name, address, and is signed by the applicant or his/her representative. The application does not have to include income, asset, verifications, or other items to be considered complete.



ELIGIBILITY DETERMINATION

The agency is required to determine the EA eligibility within 5 working days after receiving a completed application (see the example following “Payment Issuance”).

During this 5 working-day period, request the Emergency Assistance group (EAG) to provide all additional information and verification needed to determine eligibility. If there is verification that is needed but is beyond the ability of the EAG to provide, assist the EAG in gaining the verification. If the verification can not be secured, consider its importance to determining eligibility; if not crucial, proceed without it. If crucial, deny the application.

If the application is complete, but the EAG does not provide sufficient information with which to determine eligibility, deny the application. The EAG may reapply at any time.

PAYMENT ISSUANCE

If the agency determines the applicant is eligible, it must issue the EA payment within 5 working days after its receipt of the completed application.

**Example:** Emily, her 2 sons and 1 daughter have been renting an apartment. Her landlord has begun evicting her. Emily applies for EA on Monday, October 16 by submitting an EA application with her name, address and signature completed. She is requested to substantiate that the eviction is in process; she does so on the next day, Tuesday. On Thursday, October 19, she is told she is eligible for EA and the benefit payment will be given her on Monday, October 23 (the 5<sup>th</sup> working day after she submitted her completed EA application).

PAYMENT EXCEPTION

If the EA application is made by an EAG that is homeless, the determination of eligibility must be made within 5 working days after the receipt of the completed application. Since a payment for homeless EAGs can be made only to obtain permanent living accommodations, the payment must be made within 5 working days of the day the EAG informs the agency it has obtained a permanent living accommodation.

This exception applies only to those who are homeless, not to those who are in impending homeless status.

**Example:** (Continued from the preceding example.) Emily reports that her relationship with the landlord is such that she does not want to continue renting that apartment and is searching for, but by October 23 has not found another permanent living accommodation. The worker reviews Emily’s current situation and determines that Emily meets the definition of impending homeless but does not meet the definition of homeless.

Therefore, either the payment must be provided Emily no later than October 23 (within 5 days after she submitted her completed EA application) or Emily must withdraw her EA application and, if she wishes, reapply when she is homeless.



**MANUAL MATERIAL**

DES anticipates the Administrative Rule changes required by the addition of impending homelessness to the statute will be final very shortly. We will try to have manual material to you shortly thereafter.

The new EA instructions will be in the Income Maintenance Manual, Chapter VIII, Part B.

**CONTACT**

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Note: Email contacts are preferred. Thank you.